

WORKING WITH YOU

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<http://www.azdes.gov/ddd/>



Division of Developmental Disabilities
ARIZONA DEPARTMENT OF ECONOMIC SECURITY

PURPOSE

This booklet is designed to give you a brief overview of the functions of the Division of Developmental Disabilities (Division) including

- *How to apply for supports and services*
 - *Eligibility requirements*
 - *Funding*
 - *Planning for supports and services*
 - *Description of possible supports and services*
 - *Listing of local offices for you to contact for further information.*
 - *Extensive information about the Division may be found at www.azdes.gov/ddd or you may call your nearest office*
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DIVISION OF DEVELOPMENTAL DISABILITIES

The Division of Developmental Disabilities, within the Arizona Department of Economic Security, provides support and services to eligible individuals with developmental disabilities.

The Division believes individuals can best be serviced in integrated community settings. The majority of support and services are tailored to meet a person's needs at home and in community-based settings. In accordance with the principles of family support, services and support provided to a person with a developmental disability will:

- Strengthen the family's role as a primary caregiver.
- Prevent inappropriate out-of-home placement.
- Maintain family unity.
- Reunite families with members who have been placed out-of-home.
- Include a broad range of support and services.

The Division coordinates support, services and resources through a central administrative office, six district offices and over 50 local offices in various communities throughout the state. These local offices promote access to community resources and program flexibility in meeting the person's needs.

HOW TO APPLY FOR SUPPORTS AND SERVICES

Application for services may be made at the Division office nearest you. You can find a listing of all of the local offices at the end of this section. You may also submit a referral at www.azdes.gov/ddd and someone will contact you.

You may call a local office and ask to speak with someone about an intake interview. Upon making an appointment, a Support Coordinator or Intake Worker will meet with you, review eligibility requirements and the documentation required, discuss your needs and possible support and help you complete the necessary paperwork.

Documentation to establish eligibility includes items such as:

- Proof of age, i.e., birth certificate
- Proof of residency

- Medical records
- Evaluations such as developmental, physical, occupational, speech and/or psychological
- School records or other records applicable to determination of eligibility and/or identification of needs
- Proof of any health insurance

ELIGIBILITY

An Arizona resident who has a chronic disability which is attributable to cognitive disability, cerebral palsy, epilepsy or autism that was manifested before the age of 18 may be eligible. The disability must also result in substantial functional limitations in three or more of the following areas of major life activity:

- Self-care: eating, hygiene, bathing, etc.
- Receptive and expressive language: communicating with others
- Learning: acquiring and processing new information
- Mobility: moving from place to place
- Self-direction: managing personal finances, protecting self-interest or making independent decisions which may affect well-being
- Capacity for independent living: ability to live on one's own
- Economic self-sufficiency: being able to financially support oneself

Children under the age of six years old may be eligible if there is a strongly demonstrated potential he/she has or will have a developmental disability.

Any child from birth to 36 months who has a developmental delay, or who has an established condition which has a high probability of resulting in a developmental delay as defined by the State, may be eligible for support and services. A child who has a developmental delay is defined as a child who has not reached fifty percent of the developmental milestones expected at his/her chronological age in one or more of the following areas: physical, cognitive, language/communication, social/emotional, adaptive self-help. An established condition is defined as a diagnosis of a physical or mental condition which has a high probability of resulting in a developmental delay.

ARIZONA LONG TERM CARE SYSTEM (ALTCS)

The Arizona Long Term Care System (Long Term Care) is a federally funded Medicaid program of support and services. Individuals who are eligible for services through the Division may be eligible for services through the Arizona Long Term Care System. If your Support Coordinator believes that you might be eligible for Long Term Care, you will be referred to the Arizona Health Care Cost Containment System (AHCCCS) for Long Term Care eligibility determination. If you are referred for Long Term Care eligibility determination, you must cooperate in this determination or, according to Arizona law, you will not receive services from the Division. Persons who are eligible for services through the Division are not automatically eligible for Long Term Care services.

The Division provides both acute medical services and home and community based services to people who are eligible for Long Term Care. People who are eligible for Long Term Care will receive a Member Handbook which explains the program.

SUPPORT PLANNING

All people and families are different, therefore, services and support are based on the person's needs, and in some cases, availability of funding. All services and support are designed and delivered to meet the individual needs of the person and their family. Needs are determined through assessments and evaluations. For example, a therapist will do an evaluation and may make recommendations for on-going therapy. The Support Coordinator will assess for other supports and services such as Attendant Care, Habilitation, etc. Natural support, including family, community based services and resources must be used to the maximum extent possible.

Decisions about what services and support the person receives are based on a team process. The team consists of the person, family and the Support Coordinator. Others such as therapists and other providers involved in the life of the person may be part of the team. The Individual Support Plan, the Individualized Family Service Plan or the Person Centered Plan process reviews assessments and evaluations, identifies

natural supports and assists in defining what additional support or services may be needed to enhance the person's abilities.

If an individual is authorized to receive services, the Division provides supports and services in a variety of living environments. Most people receive supports and services in their family home or their own home. (Individuals have the right to select the providers of the supports they need, if found necessary as part of the Individual Support Plan.) A residential setting supported by Division funds may not always be available. Under certain specific circumstances, parents or other family members may be paid to provide support and services.

SUPPORT AND SERVICES

The Division provides or contracts with individuals and agencies for services and supports for persons with developmental disabilities. Services are provided to eligible individuals based on the person's identified needs, state and/or federal guidelines. Possible supports and services may include:

Attendant Care: This service provides a certified and trained attendant to assist a person to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living.

Day Treatment and Training: This service provides training, supervision, therapeutic activities, and as appropriate, counseling, to promote skill development in independent living, self-care, communication and social relationships.

Employment Support Services: This service provides supports and services in a job setting.

Habilitation: This service uses a variety of methods designed to maximize the person's abilities. It may include habilitative therapies, special developmental skill instruction, behavior intervention or sensory-motor development. It may occur at the person's home, a community setting or in a residential setting.

Home Health Aide: This service, which is provided in the person's home, provides medically necessary health maintenance, continued treatment or monitoring of a health condition.

Home Nursing: This service provides nursing in the person's home.

Respiratory Therapy: This service provides treatment to restore, maintain or improve breathing.

Respite: This service provides a certified and trained person to supervise and care for a person in order to relieve caregivers so they can go to a movie, out to dinner, take a vacation or even a nap. Respite may be provided overnight.

Therapies: Occupational, Physical and Speech: These services restore, maintain or improve functional skills or a physical function or communication.

Transportation (Non-Emergency): This services provides or assists in obtaining transportation, but does not include ambulance services.

TOLL FREE NUMBERS

Central Office:	1.866.229.5553
District I:	1.800.749.9490
District II:	1.877.739.3943
District III:	
Flagstaff:	1.888.289.7177
Chinle:	1.866.560.8325
Show Low:	1.888.537.8013
Window Rock:	1.800.770.6493
Prescott:	1.888.289.2003
Tuba City:	1.866.283.4520
District IV:	1.877.739.3922
District V:	
Globe:	1.877.227.1100
Apache Junction:	1.877.739.3926
ATPC:	1.877.739.3941
District VI:	1.877.739.3938 x5625

ADMINISTRATIVE OFFICES

Central Administrative Office	Health Care Services
1789 W. Jefferson St.	2200 N. Central Ave., 207
Phoenix, AZ 85007	Phoenix, AZ 85004
602.542.0419	602.238.9028
866.229.5553	800.624.4964

DISTRICT I (MARICOPA COUNTY)

District Administrative Office*	South Camelback Office
4000 N. Central St., Ste. 900	2001 W. Camelback Rd. Ste. 170
Phoenix, AZ 85012	Phoenix, AZ 85012
602.246.0546	602.870.1721

DISTRICT I (MARICOPA COUNTY CONTINUED...)

Dobson Office

163 N. Dobson Rd.
Mesa, AZ 85201
480.890.7301

McKinley Office

1824 E. McKinley St.
Phoenix, AZ 85006
602.258.2375

Indian School Office**

1430 E. Indian School Rd., Ste. 205
Phoenix, AZ 85014
602.277.8724

Mesa Office

1619 E. Main St.
Mesa, AZ 85203
480.834.4233

Metro Office

11225 N. 28th Dr. C-207
Phoenix, AZ 85029
602.375.1403

North Office

13832 N. 32nd St., Ste. 104
Phoenix, AZ 85032
602.485.0236

South Office

2602 S. 24th St., Ste. 108
Phoenix, AZ 85034
602.231.9218

Southwest Office

3802 N. 53rd Ave., #250
Phoenix, AZ 85031
623.845.9804

Gilbert Office

2288 W. Guadalupe Rd.
Gilbert, AZ 85323
480.831.1009

Avondale Office

290 E. La Canada Blvd.
Avondale, AZ 85323
623.925.5270

Surprise Office

11526 W. Bell Rd.
Surprise, AZ 85374
602.771.1700

*Intake 3 years old and over

**Intake 0-3 years old

DISTRICT II (PIMA COUNTY)

District Administrative Office

400 W. Congress, Ste. 549
Tucson, AZ 85701
520.628.6841

2nd Street Office

3655 E. 2nd St.
Tucson, AZ 85716
520.318.3510

DISTRICT II (PIMA COUNTY CONTINUED)

Country Club

6451 S. Country Club, Ste. 101
Tucson, AZ 85706
520.799.2291

Mona Lisa Office

7225 N. Mona Lisa Rd., #202
Tucson, AZ 85741
520.742.7679

CRC

4710 E. 29th St.
Tucson, AZ 85711
520.519.1551

DISTRICT III (APACHE, COCONINO, NAVAJO AND YAVAPAI COUNTIES)

District Office

2705 N. 4th St., Ste. A
Flagstaff, AZ 86004
928.773.4957

Page Office

630 N. Navajo Street, Suite C
Page, AZ 86040
928.645.0215

Chinle Office

N. Hwy 191, Bldg 7395A
Chinle, AZ 86503
602.870.1721

Prescott Office

1519 W. Gurley St., Suite 3
Prescott AZ 86305
928.277.2700

Cottonwood Office

1500 E. Cherry St., #G
Cottonwood, AZ 86326
928.634.2184

Show Low Office

2500 E. Cooley #410
Show Low, AZ 85901
928.532.4325

Eagar Office

74 N. Main Street #6
Eagar, AZ 85925
928.333.5784

Tuba City Office

264 Main St.
Tuba City, AZ 86045
928.283.4520

Holbrook Office

153 W. Vista Dr.
Holbrook, AZ 86025
928.524.2646

Window Rock Office

54B State Hwy 264, Suite A
Window Rock, AZ 86515
928.871.3696

Kykotsmovi Office

Across from Hopi Tribal Center
Kykotsmovi, AZ
928.734.2202

Winslow Office

319 E. 3rd St.
Winslow, AZ 86047
928.289.2936

DISTRICT IV (LA PAZ, MOHAVE AND YUMA COUNTIES)

District Office

350 W. 16th St., Ste. 232
Yuma, AZ 85364
928.782.4343

Bullhead City Office

2601 Hwy. 95
Bullhead City, AZ 86442
928.704.7776

Colorado City Office

590 S. Central St.
Colorado City, AZ 86021
928.875.8458

Kingman Office

519 E. Beale St., Ste. 155
Kingman, AZ 86401
928.753.4868

Lake Havasu City Office

232 London Bridge Rd.
Lake Havasu City, AZ 86403
928.453.7171

Parker Office

1032 Hopi Ave.
Parker, AZ 85344
928.669.9293

Yuma Office

1220 S. 4th Ave.
Yuma, AZ 85364
928.782.7523

DISTRICT V (PINAL AND GILA COUNTIES)

District Office

110 S. Idaho Rd., #240
Apache Junction, AZ 85219
480.474.0018

Peridot Office

Peridot Shopping Center, Suite 2
Peridot, AZ 85224
928.475.2212

ATPC

2800 N. Hwy. 87
Coolidge, AZ 85229-1467
520.723.4151

Payson Office

122 E. Hwy 260, Suite 110
Payson, AZ 85541
928.474.1204

Casa Grande Office

401 N. Marshall St.
Casa Grande, AZ 85222
520.426.3529

Coolidge Office

1155 N. Arizona Blvd.
Coolidge, AZ 85228
520.723.5351